

**LOCAL AUTHORITY PROGRESS REPORTS**  
(September 2008 Payment)

Name of Local Authority: Galway County Council

<i><b>INDICATOR CHECKLIST</b></i>	<b>Verifiable progress since March 2008</b>		<b>Comments</b>
	Yes	No	
Co-operation with ongoing change/modernisation	✓		<ul style="list-style-type: none"> <li>• The Department of Finance – Capital Works Management Framework for Public Works Contracts has been implemented.</li> <li>• Revised work practices and procedures as identified through a structured approach to Risk Assessments have been undertaken in the context of Safety, Health and Welfare at Work legislation.</li> <li>• Communications Focus Group Report completed in May 2008 with recommendations being advanced through Workplace Partnership.</li> <li>• Introduction of IT upgrades for Revenue Collection.</li> </ul>
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	✓		<ul style="list-style-type: none"> <li>• Co-operation with use of Design, Build and Operate for the Headford Sewerage Scheme and other contracts.</li> <li>• Introduction of Handhelds for the issuing of Fixed Charge Notices (FCN's) by Community Wardens in April 2008.</li> <li>• Introduction of Finetracker for the processing of and facility to pay on-line for FCN's and the issue and renewal of Residents Parking Permits.</li> <li>• Ongoing cooperation to facilitate the introduction of the new Costing Budgetary Model.</li> <li>• Roles in the Income Department have been reassigned as a result of increased use of Online payment options.</li> </ul>
Enhanced team working	✓		<ul style="list-style-type: none"> <li>• Joint meetings of Galway County Council and Galway City Council Management Teams are held regularly.</li> <li>• Cross departmental participation by administrative and technical staff in the Council's Green Team and Sub Green Teams.</li> <li>• Closer liaison between the Forward Planning Team and the Application Assessment Team in relation to development in Barna due to the publication of the Barna Local Area Plan.</li> </ul>
Outsourcing	✓		<ul style="list-style-type: none"> <li>• Invitation of tenders for the provision of cash collection, auditing and banking of cash from on and off street pay and display machines.</li> <li>• Pre-Qualification of Contractors to undertake Works including construction of walls, fences, footpaths, kerbing, ducting and minor drainage works throughout the County and Pavement and Minor Improvement Works for National, Regional and Local Roads.</li> <li>• Initiation of Framework Agreement for the provision of Topographical Surveys.</li> <li>• Back Scanning Project to make all planning files available electronically has commenced with 110,000 files out of a total of 138,000 back to March 1978 completed.</li> </ul>

Redeployment of staff	✓		<ul style="list-style-type: none"> <li>Ongoing redeployment of technical and administrative staff as required.</li> </ul>
Enhanced attendance at work	✓		<ul style="list-style-type: none"> <li>Implementation of Attendance Management Programme.</li> <li>Time and Attendance System continues to be rolled out.</li> </ul>
Introduction of new work practices	✓		<ul style="list-style-type: none"> <li>Co-operation with the establishment of new network management divisions in Water Services with five Executive Technicians appointed.</li> </ul>
Enhanced links with local community	✓		<ul style="list-style-type: none"> <li>A number of joint initiatives are ongoing with the Islands Committee; Local Improvement Scheme, Community Involvement Scheme; Village Renewal Scheme; Area Committees; Road Safety Promotional Activities; Tidy Towns; Golden Mile Competitions; Community Employment Schemes and Rural Social Schemes.</li> <li>A well attended Workshop was held on 1<sup>st</sup> May, 2008 in Craughwell to commence preparation of the Craughwell Local Area Plan and full participation and engagement was received from the local community.</li> </ul>
Provision of information required by Service Indicator process	✓		Completed and returns were the subject of an external audit.
Industrial relations climate enhancement	✓		<ul style="list-style-type: none"> <li>Compliance with the Procedural Agreement for the use of Contractors by Local Authorities.</li> <li>Two additional Workplace Partnership Committee nominees to join the Training Committee,</li> <li>Two meetings held under HSCTP protocol and a comprehensive list of issues agreed for inclusion in the Workplace Partnership Work Programme 2008/2009.</li> <li>Workplace Partnership Committee has agreed a new Electoral Area Partnership Committee for the Loughrea Electoral Area to commence in September 2008.</li> </ul>
Extended opening hours/enhanced customer service	✓		<ul style="list-style-type: none"> <li>Agreement of staff to the opening of its offices during Race Week.</li> <li>"Your Guide to Services" published by the Social Inclusion Unit in June 2008.</li> <li>Introduction of facility to accept on-line payments of Fixed Charge Notices, Traffic Fines, Housing Loans and Rents.</li> </ul>
Better use of IT	✓		<ul style="list-style-type: none"> <li>Pilot site for the testing of the latest version of the OLRWC to facilitate on-line applications for road opening licences.</li> <li>Planning referrals to many statutory bodies now performed by sending a hyperlink rather than sending large documents thus reducing the space requirements of both sender and receiver.</li> <li>Online payments option extended to include Traffic Fines, Housing Loans and Rents.</li> <li>Introduction of Handhelds, Finetracker.</li> <li>Availing of Arclink to facilitate implementation of Records Management Policy in Roads &amp; Transportation Unit.</li> </ul>

<i>INDICATOR CHECKLIST</i> (cont'd)	Verifiable progress since March 2008		<b>Comments</b>
	Yes	No	
Better service to marginalised groups	✓		<ul style="list-style-type: none"> <li>• Delivery of an extensive Maritime Infrastructure Development Programme to improve connectivity between the County's offshore Islands and between Islands and mainland at a cost of €65 million.</li> <li>• Facilitation of Islands Committee to address issue of concern to the Islands Community.</li> <li>• Consultation with disability groups in the preparation and implementation of traffic management plans.</li> <li>• The preparation of the 2008 Roads Programme based on the findings of the Roads &amp; Streets Access Audit</li> <li>• Ongoing support for the Rural Transport Initiative.</li> <li>• A fully accessible kiosk is installed in the Planning Office and visual aids are available at the Planning Counter.</li> <li>• Excellence through Accessibility Award 2008 application made.</li> <li>• A Directory of Services published by the Social Inclusion Unit.</li> </ul>
Expanded options for customer payments	✓		<ul style="list-style-type: none"> <li>• Introduction of on-line payment facility for Fixed Charge Notices, Litter and Traffic fines, Housing Rents and Loans.</li> <li>• Implementation of billing system for road opening licences to facilitate individual connection to An Bord Gais Network</li> </ul>
Participation in e-procurement	✓		<ul style="list-style-type: none"> <li>• All procurement opportunities published on tenders.gov.ie.</li> <li>• Electronic submission of procurement notices to EU Journal as appropriate.</li> <li>• Ongoing use of LAQuotes.</li> </ul>
Enhanced Website	✓		<ul style="list-style-type: none"> <li>• Website meets accessibility standards.</li> <li>• Staff in various Departments have been assigned to update the Website on an ongoing basis to provide timely information to customers.</li> </ul>
Examination of the potential for shared services as per recommendations or Review Group	✓		<ul style="list-style-type: none"> <li>• The sharing of Training provision being examined with Galway City Council.</li> <li>• Implementation of Section 85 Agreements with Galway City, Roscommon County, Mayo County and Clare County Council's.</li> <li>• Examination of shared services with Ballinasloe Town Council.</li> </ul>

Staff Training	✓		<ul style="list-style-type: none"> <li>• 5.5% of Payroll spent on Training</li> <li>• 1794.50 training days have been provided for the period Jan – June 08, incorporating 750 training days attended by GO &amp; Related Grades.</li> <li>• Health and Safety Training continues to receive major prominence and the National Induction Programme for Outdoor Staff is planned for roll-out next Autumn.</li> <li>• New courses, such as, Advanced Surface Dressing, C2 (Supervisory) Confined Spaces and the newly developed CSCS Signing, Lighting &amp; Guarding at Roadworks to GO &amp; Related Grades have been rolled out during period Jan - June 2008.</li> <li>• Ongoing assessment of Training delivered</li> <li>• Cross-section training taking place within the Finance Department.</li> <li>• Three Return to Learning schemes completed and three further schemes planned to commence in October 2008</li> <li>• Two Apprentices recruited to the Machinery Workshop.</li> </ul>
Open Recruitment	✓		<ul style="list-style-type: none"> <li>• Interviews held for Grade V and Grade VI positions.</li> </ul>
Implementation of PMDS	✓		<ul style="list-style-type: none"> <li>• Procedures in place to manage completion and review of Team Develop Plans and Personal Development Plans.</li> </ul>
Health & Safety Enhancement	✓		<ul style="list-style-type: none"> <li>• Health &amp; Safety activity ongoing to maintain favourable trend in the rate of reportable accidents: 2006- 8.7; 2007 – 3.64.</li> <li>• Hazard Sheets produced to comply with H &amp; S legislation</li> </ul>
Equality	✓		<ul style="list-style-type: none"> <li>• Dignity at Work Policy Awareness Training has been provided on an ongoing basis and at this point in time we have reached almost 75% of Staff with 242 staff engaging in the training this year to date with further sessions planned for October 2008.</li> <li>• Equality and Diversity Training module has been included in the Supervisory Management Training piloted in Galway County Council.</li> </ul>

Signed:



Tom Browne

(Chairs) Partnership Committee